

## ELAN COMMERCIAL CARD BILLING INQUIRY FORM

If you have a transaction appearing on your statement that you are questioning, complete this form and return it to:

Cardmember Services  
Corporate Disputes  
P.O. Box 6344  
Fargo, ND 58125-6344  
FAX: 701-461-3463

I have reviewed the charges made to my account and dispute the following item:

Merchant: \_\_\_\_\_

Dispute Amt: \_\_\_\_\_

Trans Date : \_\_\_\_\_

Post Date: \_\_\_\_\_

**Please check only one box.**

1. ☐ The amount of sales draft was increased from \$ \_\_\_\_\_ to \$ \_\_\_\_\_ or my sales slip was added incorrectly. Enclosed is my copy of the sales draft that shows the correct amount.
2. ☐ I do not recognize this transaction or recall making a purchase or placing an order with this vendor. (If you have multiple unauthorized charges that you do not recognize on your statement, please call Elan at 1-800-393-3526).
3. ☐ I have not received the merchandise that was to have been shipped to me. I have contacted the merchant on (date) \_\_\_\_\_ and requested that my account be credited.
4. ☐ The attached credit slip was listed as a sale on my statement.
5. ☐ I was issued a credit slip that was not posted on my statement. A copy of my credit slip is also enclosed.
6. ☐ I certify that the charge in question was a single transaction, but was posted twice to my statement. I did not authorize the second transaction. (Please note dates on which the sales in question were posted to your account).
7. ☐ Although I did engage in a transaction with the merchant, I was billed for \_\_\_\_\_ transaction(s) totaling \$ \_\_\_\_\_ that I did not engage in, nor did anyone else authorized to use my card. I do have all my cards in my possession.
8. ☐ Merchandise that was shipped to me has arrived damaged and/or defective. I returned the merchandise on (date) \_\_\_\_\_ and have requested the merchant to credit my account.
9. ☐ Other – (My detailed explanation is attached to this).

Name \_\_\_\_\_ Telephone – Work \_\_\_\_\_  
(Please print)

Signature \_\_\_\_\_ Date \_\_\_\_\_ Best time to call \_\_\_\_\_

cc: Company Program Administrator